

# TEXAS WIC PROGRAM

SUBJECT: **WIC VENDOR COMMUNICATIONS  
AND TRAINING**

POLICY NO.: **FD: 16.0**

EFFECTIVE DATE: April 1, 2000

REPLACES POLICY DATED: September 1, 1992

REF.: Federal Regulations, 7 CFR § 246.12

## POLICY

The State Agency (SA) shall provide pertinent information and guidance to WIC vendors concerning the authorized WIC and applicable state and federal guidelines and/or regulations via written guidance and instructional materials, WIC policies (and revisions thereto), vendor training, and periodic vendor memos. Matters of particular importance to a specific vendor shall be resolved by a telephone call and/or written letter to the respective vendor.

## PURPOSE

To provide an ongoing system of communications to inform vendors of changes or trend indications in a timely and documentable manner.

## PROCEDURE

- I. The SA shall provide written guidelines and instructional materials to all vendors at the time a signed agreement is returned to them. The instructional materials contain information regarding the purpose of the Program, the vendor authorization process, authorized foods, allowable quantities to issue and package sizes, claim submission procedures, and a set of WIC vendor policies.
- II. The SA shall provide periodic vendor training on a regional basis throughout the state.
- III. All vendors shall be mailed Program information on a periodic basis.
- IV. The SA shall correspond with individual vendors as the need arises.